

National Cancer Patient Experience Survey

2018 Results

West Yorkshire and Harrogate Cancer Alliance

Published September 2019

The National Cancer Patient Experience Survey is undertaken by Quality Health on behalf of NHS England



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Introduction

The National Cancer Patient Experience Survey 2018 is the eighth iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development.

The survey was commissioned and managed by NHS England. The survey provider, Quality Health, is responsible for designing, running and analysing the survey.

Full national results and other reports are available at:

www.ncpes.co.uk/reports/2018-reports

Further details on the survey methodology and changes to the 2018 survey can be found in the Annex towards the end of this report.

This report

The report shows how this Cancer Alliance scored for each question in the survey, compared with national results. It is aimed at helping individual Cancer Alliances to understand their performance and identify areas for local improvement.

Note that responses for questions with 1-20 respondents have been suppressed. This is to protect patient confidentiality and because uncertainty around the result is too great.

Data tables

The data tables presented in the Cancer Alliance Results section of this report show the following for each question:

Column 1 shows the number of respondents for 2017 to this question

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

Column 3 shows the number of respondents for 2018 to this question

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2017)

Column 6 shows whether a score has significantly increased or decreased overall (2015, 2016, 2017 and 2018)

Column 7 shows the case-mix adjusted 2018 score for this Cancer Alliance

Column 8 shows the lower limit of the expected range of case-mix adjusted scores for this Cancer Alliance (the top of the pale blue section on the comparability chart - see below)

Column 9 shows the upper limit of the expected range of case-mix adjusted scores for this Cancer Alliance (the bottom of the dark blue section on the comparability chart - see below)

Column 10 shows the national average score for this question.

Data tables (continued)

The number of respondents and unadjusted scores in columns 1 to 4 in the data tables come from regression models used to perform comparisons between results in different years. For further details on these comparisons, please refer to the technical document at:

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,928	79%	2,033	78%			77%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,569	86%	2,799	83%	↓		83%	82%	85%	84%

Results for individual response options are presented in the detailed data tables available at:

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

Expected ranges and 95% confidence intervals highlight the uncertainty around the results. The size of the expected ranges and confidence intervals will be different for each question, and depends on the number of respondents and the range of their responses.

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex towards the end of this report.

Comparability charts

For the 2018 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". Alliances whose score is above the upper limit of the expected range (below the lower limit of the expected range) are positive (negative) outliers, with a score statistically significantly higher (lower) than the national mean. They perform better (worse) than what Alliances of the same size are expected to perform.

The comparability charts in this report show a bar with these expected ranges (in grey), higher than expected (in dark blue), and lower than expected (in pale blue). A black dot represents the actual score of this Cancer Alliance.

Comparability charts (continued)

The same colour convention has been used in Column 6 of the data tables, and for the Trusts and CCGs summary data within the annex of this report.

For further details on expected ranges, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Tumour group tables

The final set of tables in this report show the scores for each question for each of the 13 tumour groups. The national score for that tumour group is also shown.

These breakdowns are intended as additional information for Alliances to understand the differences between the experiences of patients with different types of cancer. Scores for some tumour sites with small numbers (less than 21 respondents) are not presented as they have low precision. Scores in these tables should therefore be treated with some caution.

Scores are unadjusted mean scores. No measure of dispersion is presented. Scores for the same tumour and different Alliances may not be comparable, as they do not account for the impact that differing patient populations might have on results.

For further details on case-mix adjustment, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Expected Range Summaries - Trusts and CCGs

These charts summarise the number of questions scoring below, within and above the expected range for all organisations within the Cancer Alliance. Organisations have been ordered according to the net difference between questions scoring above/below the expected range. Full results for Trusts and CCGs within the Cancer Alliance are presented in the detailed data tables available at:

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2018 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2018 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

Notes on specific questions

Questions used solely to direct respondents to different parts of the survey (questions 4, 24, 27, 40, 43, 46) and other demographic and information questions are not reported.

How to use the data

Unadjusted data should be used to see the actual responses from patients relating to the Cancer Alliance.

Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results.

Case-mix adjusted data, together with case-mix adjusted confidence intervals are presented in the detailed data tables available at:

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

These should be used to understand whether the results are significantly higher or lower than the results for another Cancer Alliance.

Response rates

Numbers of respondents by tumour group, age and gender can be found in the Annex towards the end of this report.

Significance of gender and deprivation testing

Please note that for each Cancer Alliance statistical tests have been applied to subgroups of respondents for both Gender and Deprivation.

A summary of these findings for this Cancer Alliance are provided below:

Gender – across the 52 scored questions, scores were significantly more positive in 12 questions for men and in 4 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 5 questions for patients in England's 20% least-deprived and in 0 questions for patients in England 20% most-deprived.

Full question level detail of these comparisons can be accessed in the Cancer Alliance Data Tables available at:

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

Executive Summary

8.8 The average rating given by respondents when asked to rate their care on a scale of zero (very poor) to 10 (very good)

The following questions are included in phase 1 of the Cancer Dashboard developed by Public Health England and NHS England:

80% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

92% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

85% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

87% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

96% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

59% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

These headline results do not give a full picture of the experience of cancer care for patients cared for in Trusts within the Alliance.

Further results highlighting the different scores and performance levels of Trusts and CCGs within the Alliances for Cancer Dashboard questions are presented below in sections of this report. Detailed tables available at:

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

These detailed tables contain results for all questions for all CCGs and Trusts within the Alliance. The tables further contain results on differences in patient experience across gender and across deprivation categories.

The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all case-mix adjusted.

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Questions which scored outside expected range

Question	Number of respondents for this Cancer Alliance	2018 Case-mix Adjusted		National Average Score
		2018 Score for this Cancer Alliance	Lower limit of expected range	

Hospital care as an inpatient

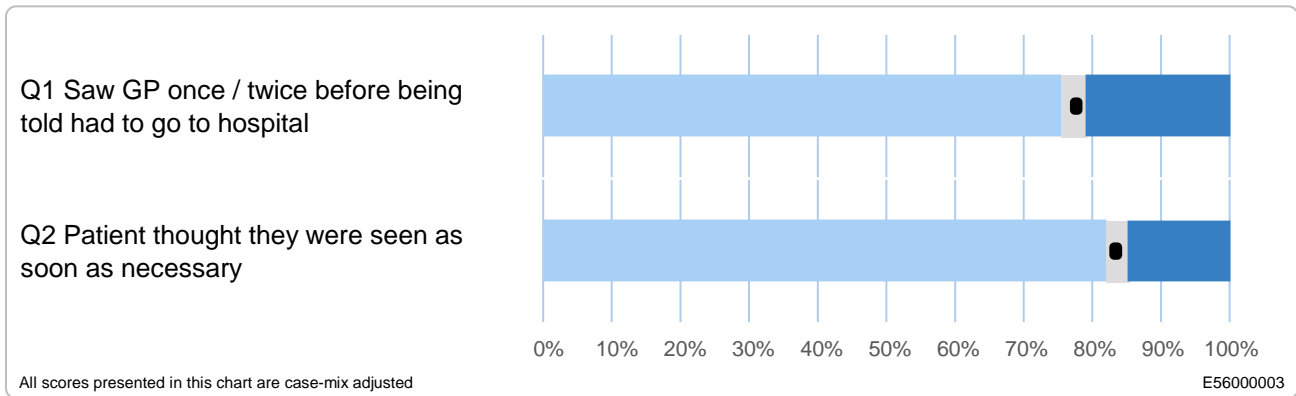
Q32	Always / nearly always enough nurses on duty	1,840	63%	64%	70%	67%
Q36	Hospital staff definitely did everything to help control pain	1,646	81%	82%	86%	84%
Q39	Staff told patient who to contact if worried post discharge	1,783	96%	93%	96%	94%

Your overall NHS care

Q55	Patient given a care plan	2,143	42%	32%	39%	35%
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Cancer Alliance results

Seeing your GP

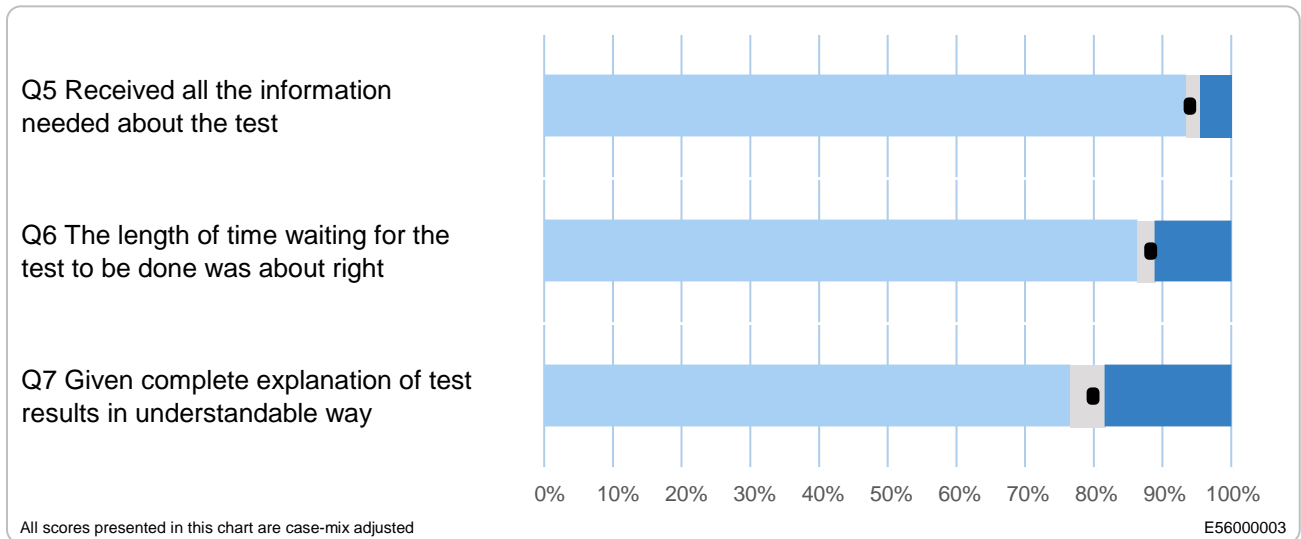


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,928	79%	2,033	78%			77%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,569	86%	2,799	83%	↓		83%	82%	85%	84%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Diagnostic Tests

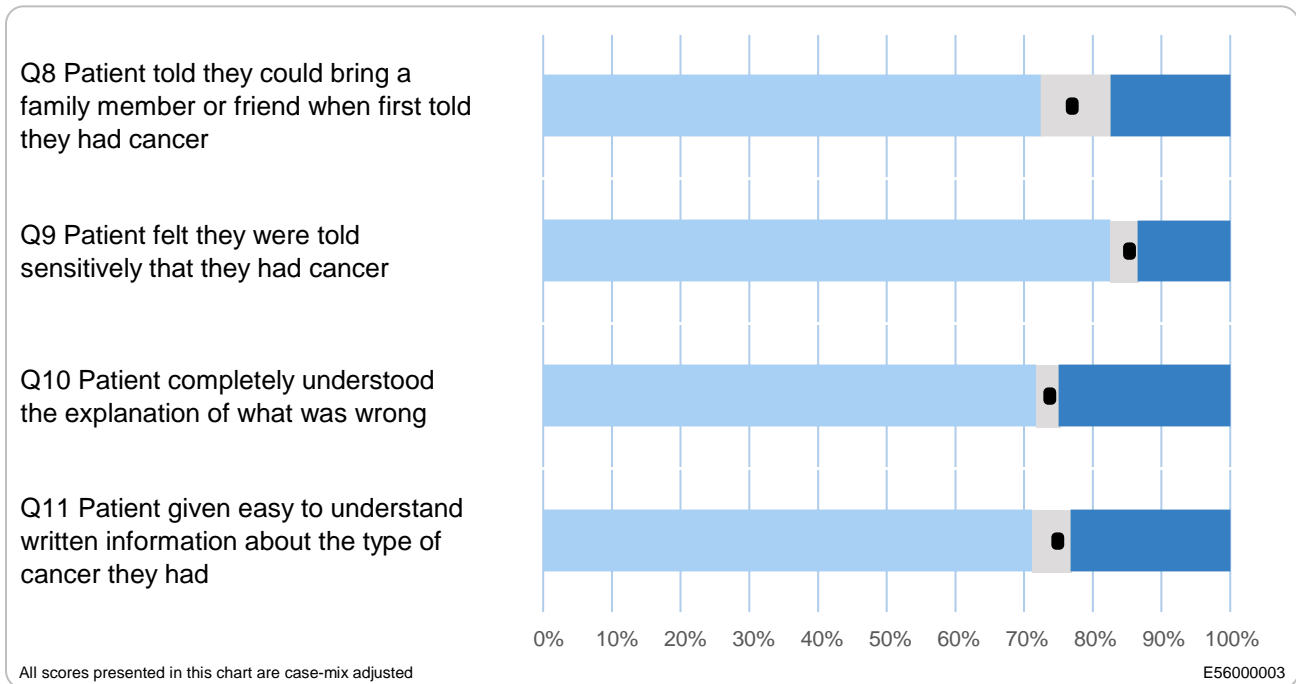


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	2,231	94%	2,420	94%			94%	93%	96%	94%
Q6	The length of time waiting for the test to be done was about right	2,266	89%	2,447	88%			88%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	2,278	80%	2,460	80%			80%	77%	82%	79%

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Cancer Alliance results

Finding out what was wrong with you

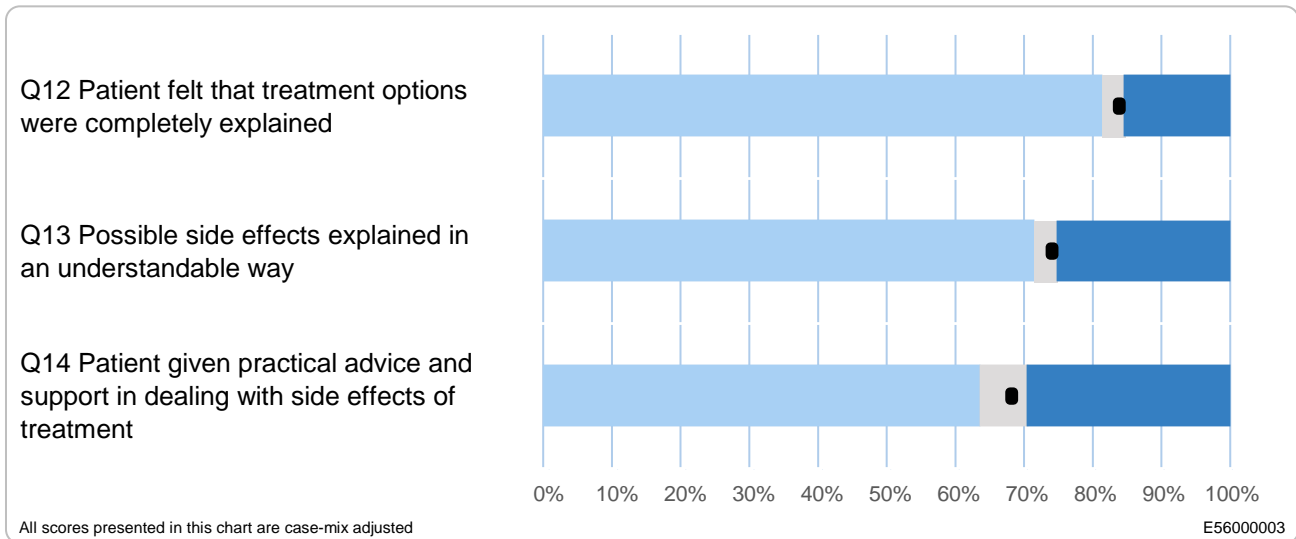


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,392	77%	2,595	77%			77%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	2,553	84%	2,818	85%			85%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,595	72%	2,843	74%			73%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	2,279	74%	2,500	74%			75%	71%	77%	74%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
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 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Deciding the best treatment for you (Part 1 of 2)

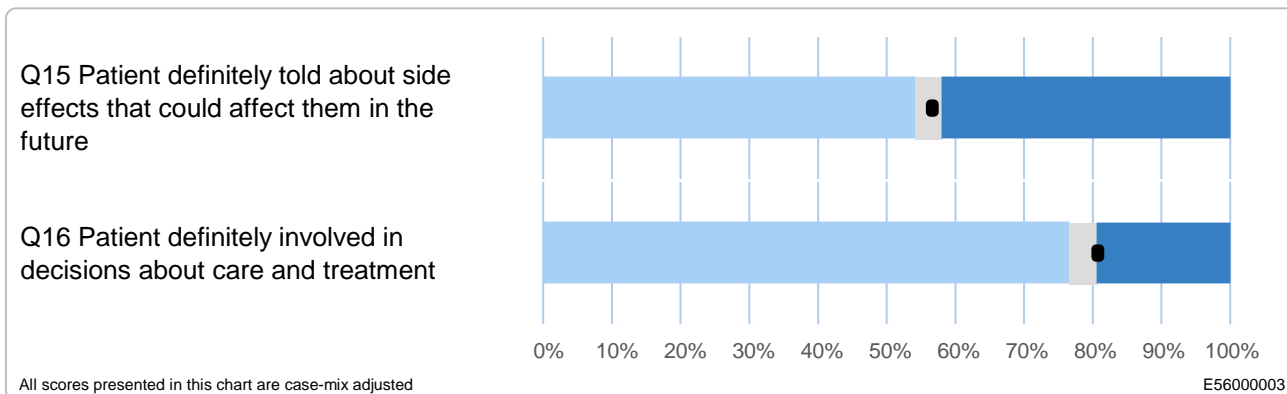


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q12	Patient felt that treatment options were completely explained	2,296	84%	2,515	84%			84%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	2,488	73%	2,737	74%			74%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,457	68%	2,717	68%			68%	64%	71%	67%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Deciding the best treatment for you (Part 2 of 2)

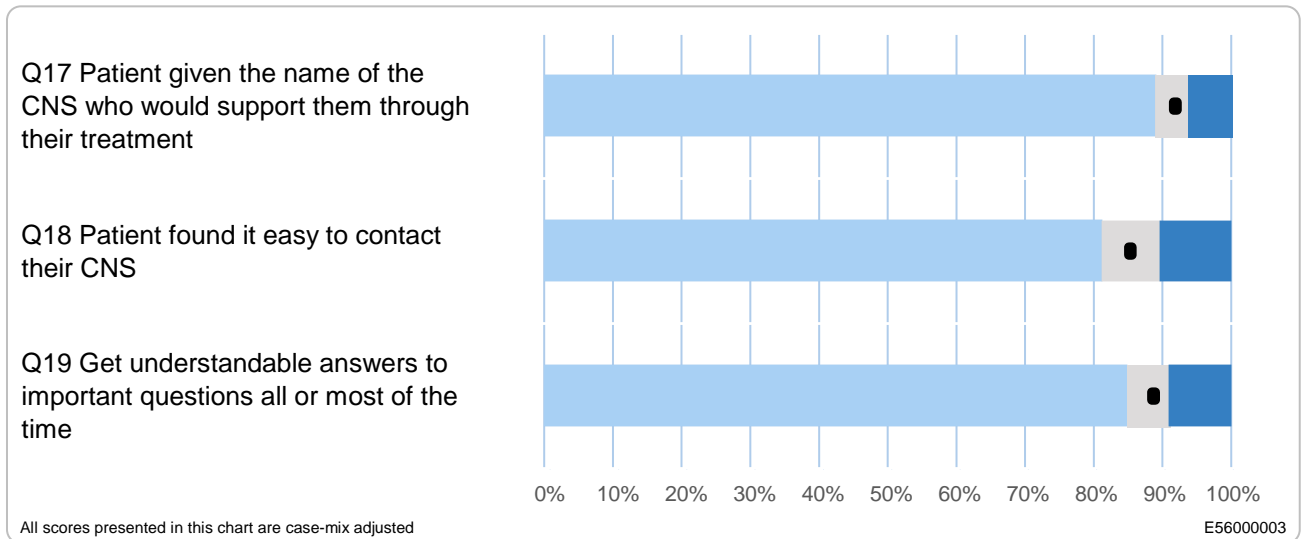


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	2,334	55%	2,567	56%			56%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	2,504	79%	2,785	80%			80%	77%	81%	79%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Clinical Nurse Specialist

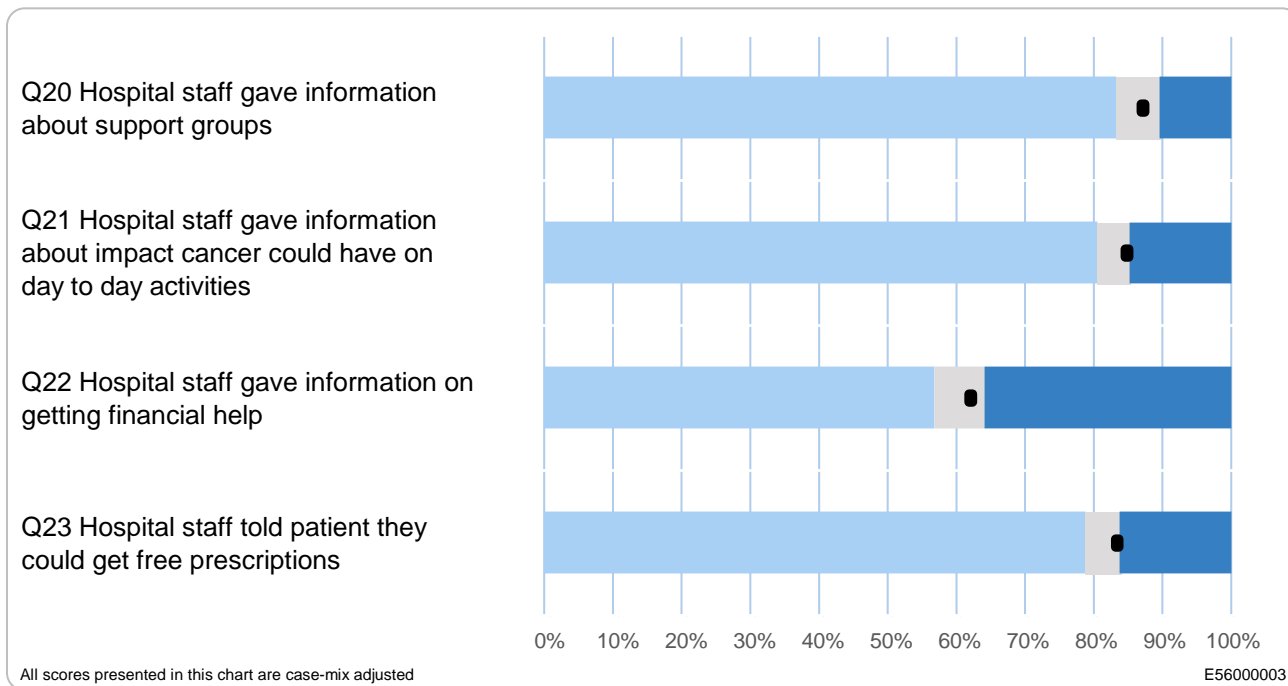


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,494	92%	2,729	92%		↑	92%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	2,050	87%	2,248	85%			85%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,979	88%	2,137	89%			88%	85%	91%	88%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Support for people with cancer

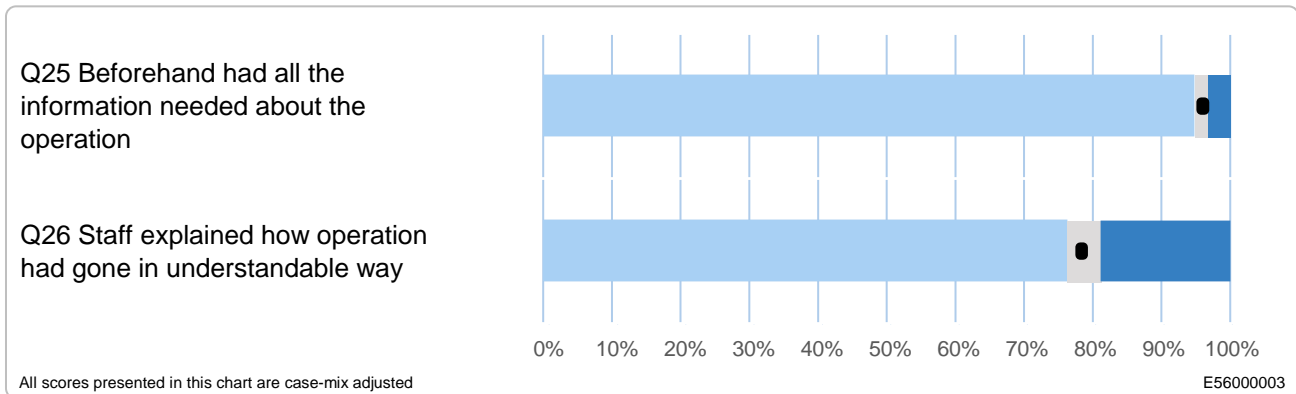


Question	Unadjusted Scores					2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	2,042	87%	2,247	87%			87%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,780	84%	1,913	84%			85%	80%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,415	61%	1,562	62%			62%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,179	83%	1,280	83%			83%	79%	84%	81%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Operations

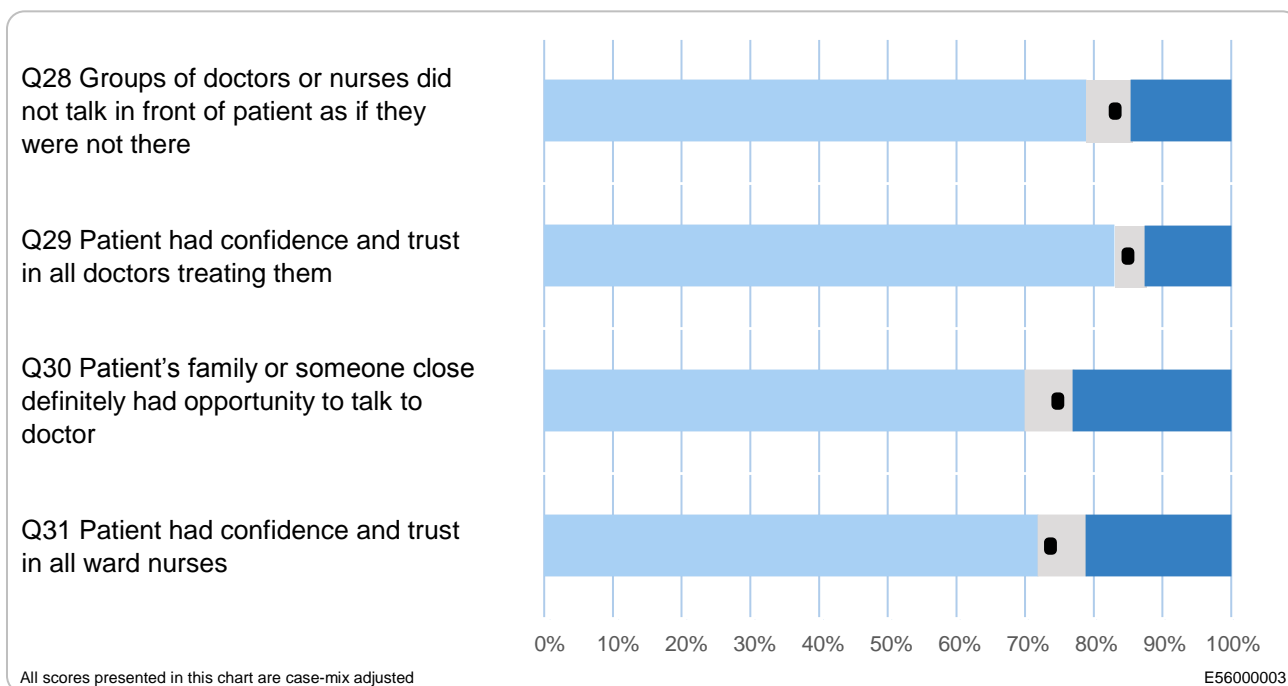


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	1,529	96%	1,613	96%			96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,512	78%	1,603	78%			78%	76%	81%	79%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)

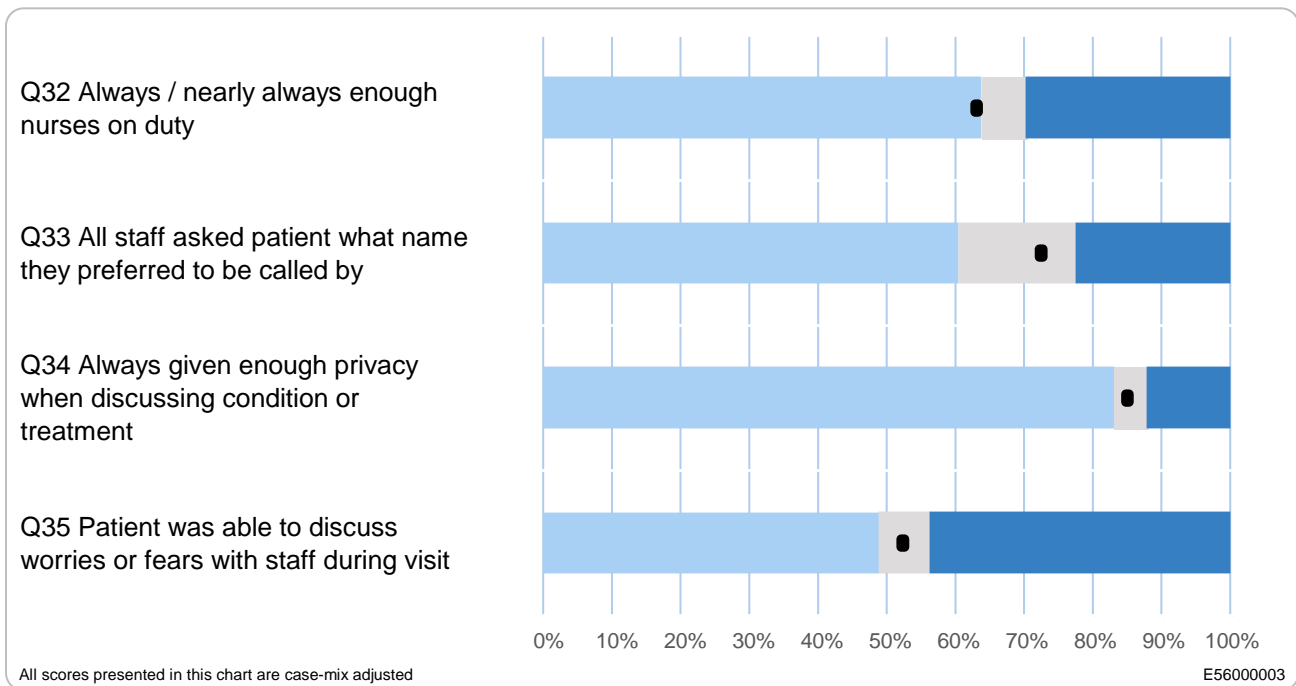


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,723	83%	1,849	82%			83%	79%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,732	84%	1,859	85%			85%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,459	74%	1,573	74%			75%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	1,733	73%	1,860	74%			73%	72%	79%	75%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)

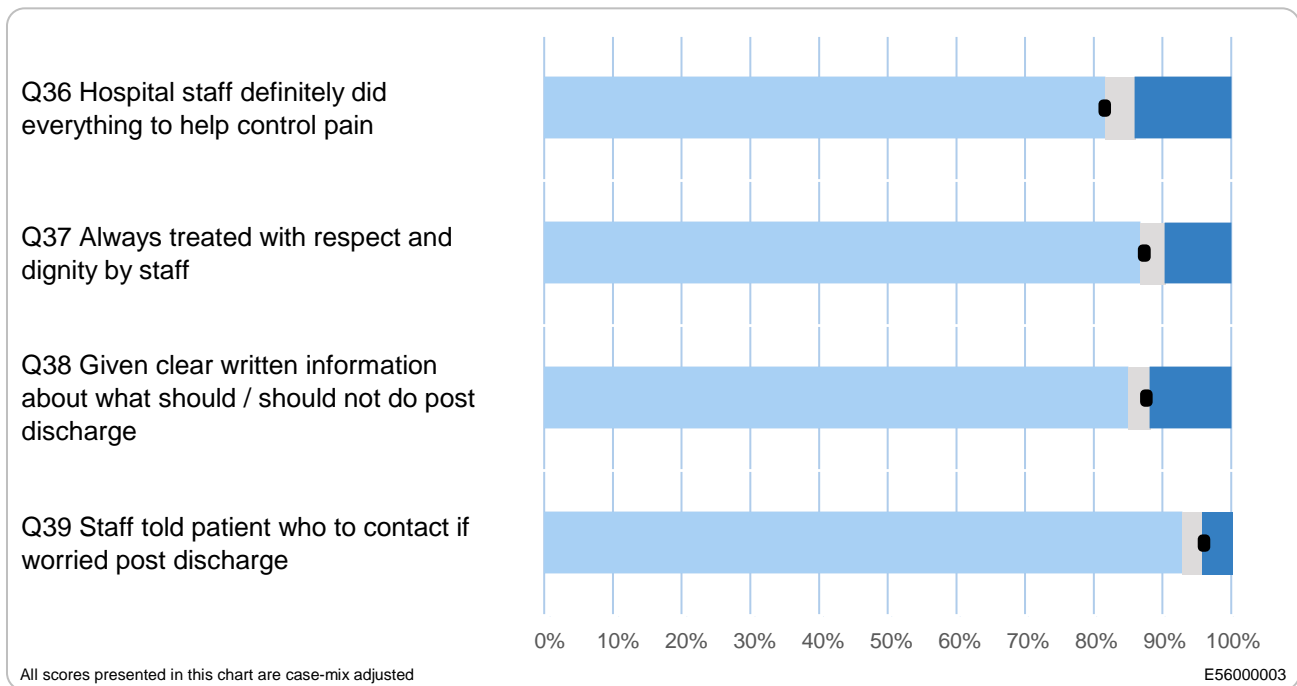


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,719	59%	1,840	63%			63%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	1,709	69%	1,827	72%			72%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,733	86%	1,854	85%			85%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,280	51%	1,372	52%			52%	49%	56%	53%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)

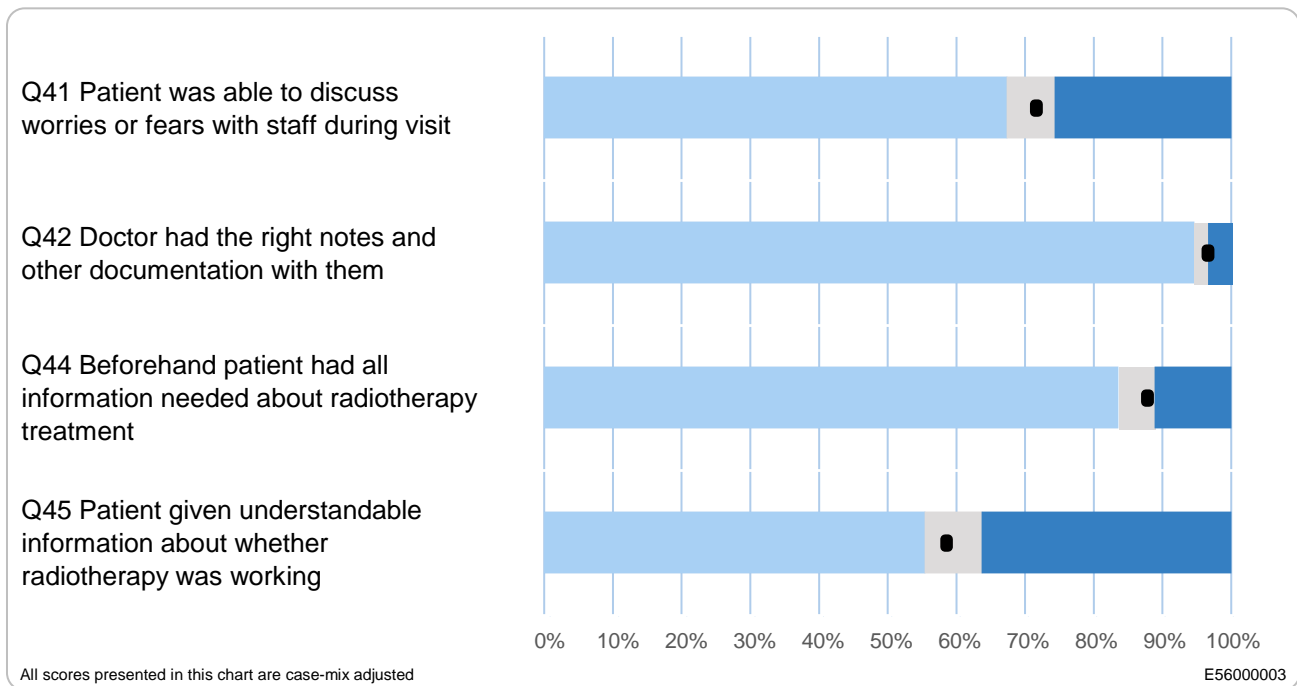


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted				
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q36	Hospital staff definitely did everything to help control pain	1,548	83%	1,646	81%			81%	82%	86%	84%
Q37	Always treated with respect and dignity by staff	1,731	88%	1,850	87%			87%	87%	90%	89%
Q38	Given clear written information about what should / should not do post discharge	1,617	87%	1,713	87%			87%	85%	88%	87%
Q39	Staff told patient who to contact if worried post discharge	1,673	96%	1,783	96%			96%	93%	96%	94%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as a day patient / outpatient (Part 1 of 2)

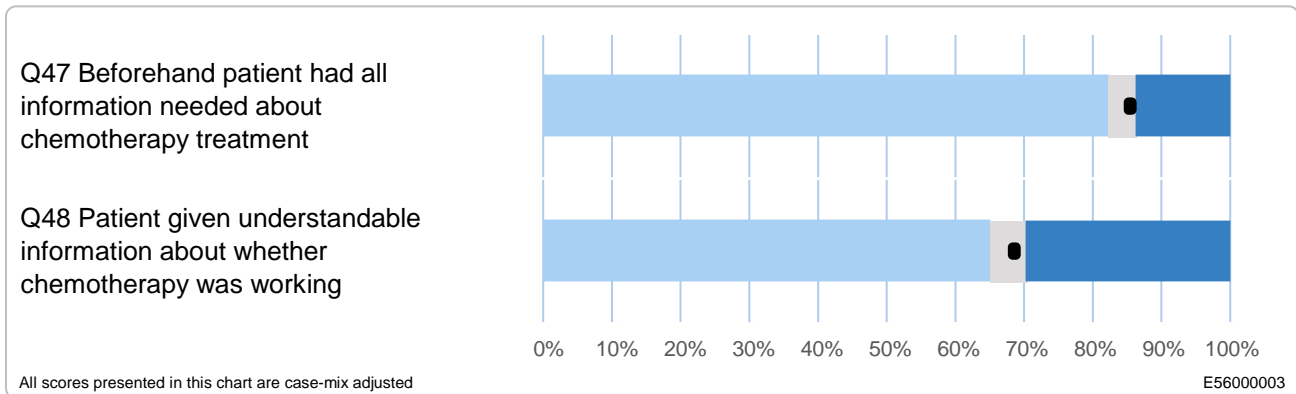


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,968	71%	2,135	71%			71%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	2,280	97%	2,498	96%			96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	658	88%	664	87%			88%	84%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	548	60%	547	58%			58%	55%	64%	60%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Hospital care as a day patient / outpatient (Part 2 of 2)

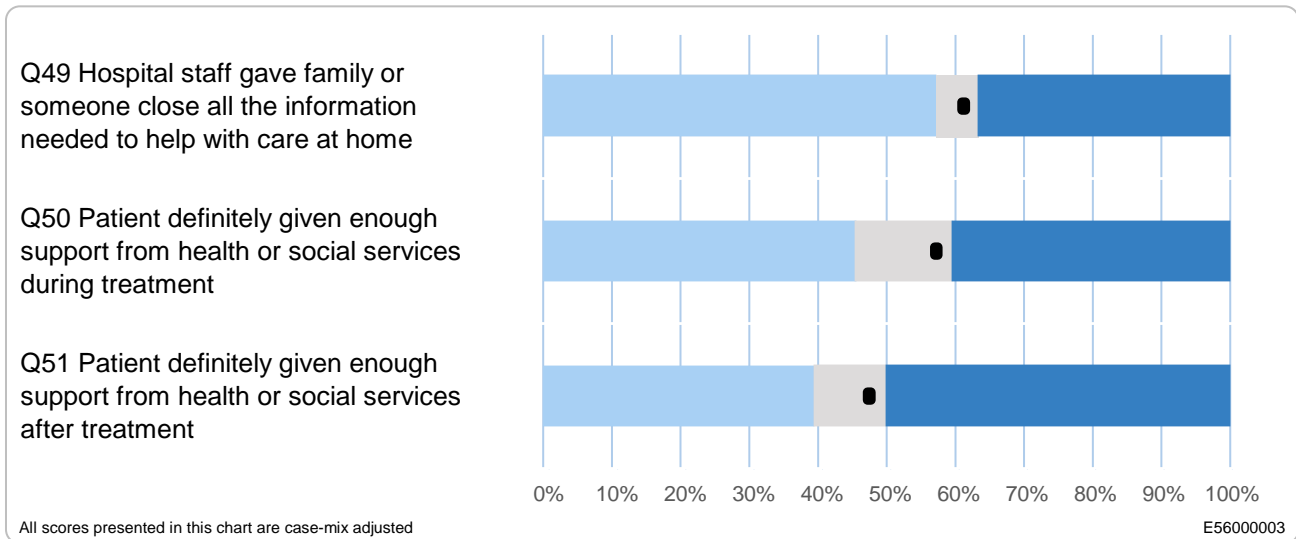


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47	1,382	83%	1,518	85%			85%	82%	86%	84%
Q48	1,261	68%	1,368	68%			68%	65%	70%	68%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Home care and support

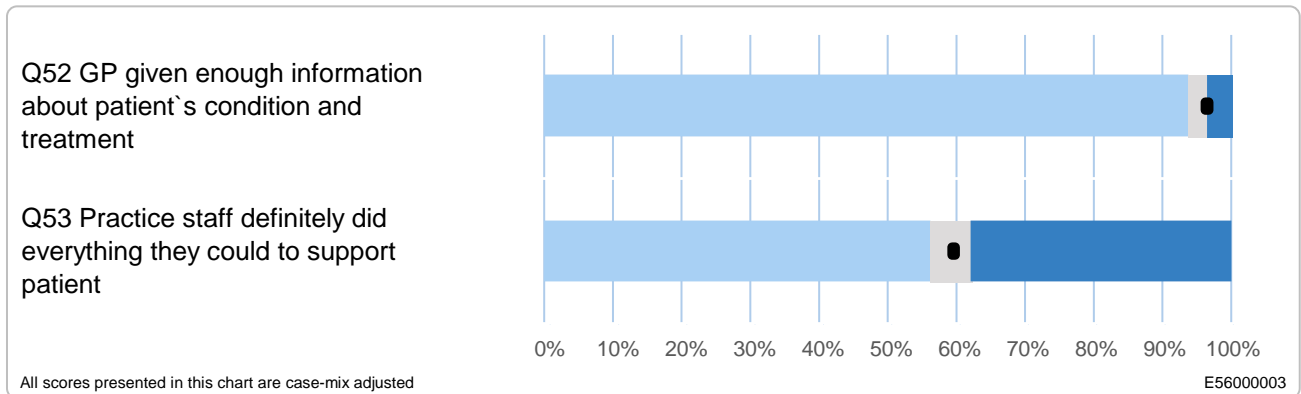


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,158	61%	2,324	61%			61%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,402	56%	1,470	57%			57%	46%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	864	46%	919	47%			47%	39%	50%	45%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Care from your general practice

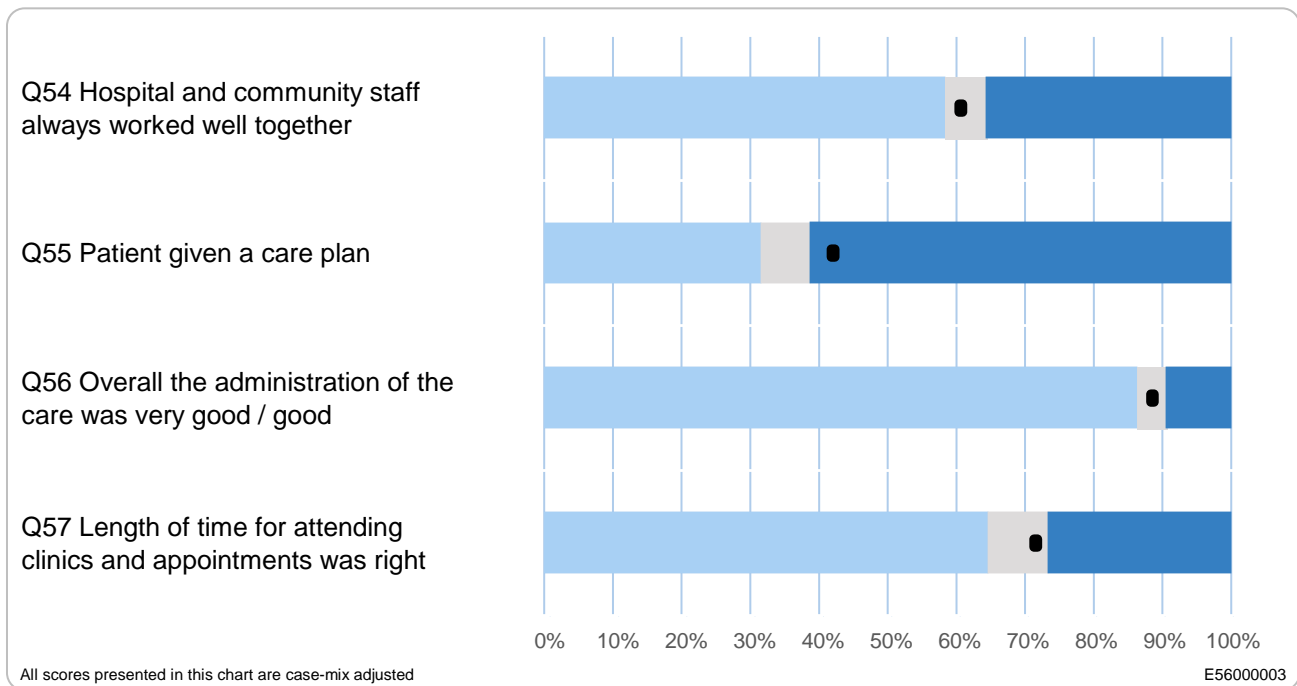


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	2,129	96%	2,289	96%			96%	94%	96%	95%
Q53 Practice staff definitely did everything they could to support patient	1,698	62%	1,854	59%			59%	56%	62%	59%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 1 of 2)

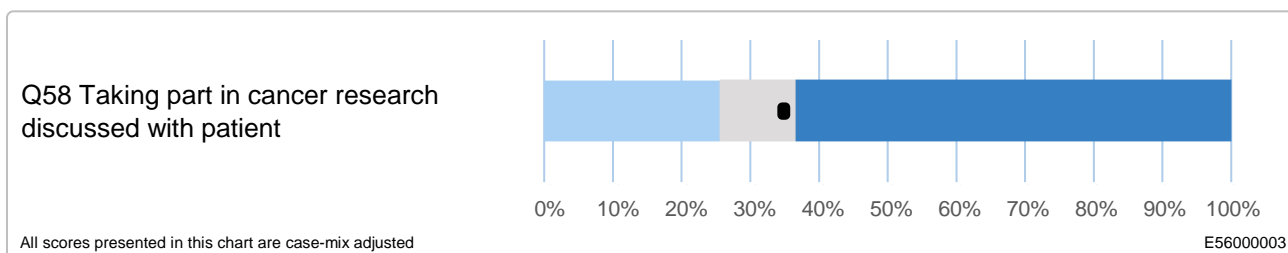


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	2,497	62%	2,745	60%			60%	58%	64%	61%
Q55 Patient given a care plan	1,931	43%	2,143	42%			42%	32%	39%	35%
Q56 Overall the administration of the care was very good / good	2,576	89%	2,818	88%		↓	88%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	2,549	70%	2,790	72%			71%	65%	73%	69%

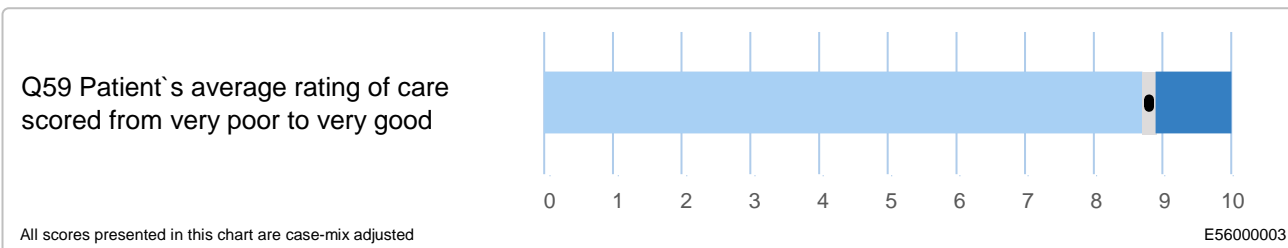
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q58 Taking part in cancer research discussed with patient	2,433	37%	2,649	34%			35%	26%	37%	31%



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q59 Patient's average rating of care scored from very poor to very good	2,536	8.8	2,771	8.8			8.8	8.7	8.9	8.8

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Comparisons by tumour group for this Cancer Alliance

The following tables show the unadjusted Cancer Alliance (CA) and the national percentage scores for each question broken down by tumour group. Where a cell in the table contains an asterisk this indicates that the number of patients in that group was below 21 and too small to display. Where a cell in the table contains "n.a." this indicates that there were no respondents for that tumour group.

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	*	73%
Breast	95%	94%	90%	90%
Colorectal / LGT	76%	72%	86%	83%
Gynaecological	72%	75%	76%	79%
Haematological	63%	64%	80%	81%
Head and Neck	77%	79%	76%	80%
Lung	74%	71%	85%	82%
Prostate	82%	81%	82%	85%
Sarcoma	*	66%	*	71%
Skin	83%	90%	86%	86%
Upper Gastro	72%	72%	78%	78%
Urological	81%	81%	84%	85%
Other	73%	73%	78%	79%
All Cancers	78%	77%	83%	84%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	93%	95%	93%	91%	84%	82%
Colorectal / LGT	95%	96%	89%	87%	78%	81%
Gynaecological	92%	94%	87%	85%	77%	77%
Haematological	93%	95%	89%	88%	73%	77%
Head and Neck	95%	92%	84%	85%	78%	80%
Lung	95%	94%	88%	87%	83%	79%
Prostate	92%	94%	86%	86%	83%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	94%	96%	94%	90%	84%	83%
Upper Gastro	92%	94%	82%	83%	76%	75%
Urological	95%	94%	83%	87%	81%	79%
Other	94%	95%	86%	86%	74%	76%
All Cancers	94%	94%	88%	88%	80%	79%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	80%	82%	87%	89%	76%	77%	79%	78%
Colorectal / LGT	81%	82%	88%	86%	79%	79%	75%	73%
Gynaecological	71%	72%	86%	82%	69%	73%	66%	70%
Haematological	72%	73%	85%	83%	61%	61%	76%	76%
Head and Neck	75%	72%	88%	86%	80%	76%	81%	67%
Lung	77%	79%	81%	82%	75%	76%	66%	67%
Prostate	77%	78%	85%	85%	75%	78%	83%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	70%	71%	91%	90%	78%	80%	82%	84%
Upper Gastro	83%	79%	80%	80%	77%	73%	67%	66%
Urological	75%	74%	84%	82%	79%	77%	75%	73%
Other	72%	76%	82%	82%	70%	70%	62%	65%
All Cancers	77%	78%	85%	85%	74%	74%	74%	74%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	86%	84%	77%	75%	71%	69%
Colorectal / LGT	86%	85%	76%	76%	72%	70%
Gynaecological	87%	85%	72%	75%	57%	67%
Haematological	78%	81%	70%	70%	63%	66%
Head and Neck	80%	85%	69%	74%	74%	70%
Lung	87%	84%	80%	74%	74%	69%
Prostate	87%	82%	77%	72%	72%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	90%	89%	88%	80%	73%	74%
Upper Gastro	81%	81%	71%	72%	69%	68%
Urological	82%	82%	69%	71%	59%	62%
Other	80%	80%	68%	72%	66%	64%
All Cancers	84%	83%	74%	73%	68%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	*	61%	*	70%
Breast	55%	56%	82%	79%
Colorectal / LGT	58%	58%	80%	80%
Gynaecological	48%	55%	80%	79%
Haematological	51%	51%	76%	77%
Head and Neck	71%	62%	87%	79%
Lung	58%	56%	83%	79%
Prostate	63%	64%	84%	81%
Sarcoma	*	52%	*	75%
Skin	77%	66%	88%	87%
Upper Gastro	59%	54%	79%	76%
Urological	54%	53%	77%	77%
Other	54%	53%	78%	76%
All Cancers	56%	56%	80%	79%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	98%	95%	84%	85%	89%	88%
Colorectal / LGT	87%	92%	88%	88%	91%	89%
Gynaecological	96%	94%	76%	85%	84%	88%
Haematological	87%	92%	89%	88%	90%	89%
Head and Neck	95%	90%	93%	87%	96%	88%
Lung	95%	93%	88%	87%	89%	88%
Prostate	93%	90%	85%	82%	89%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	95%	91%	86%	89%	91%	91%
Upper Gastro	95%	93%	87%	85%	87%	87%
Urological	82%	84%	81%	82%	82%	87%
Other	87%	88%	82%	85%	86%	87%
All Cancers	92%	91%	85%	85%	89%	88%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	94%	91%	89%	86%	65%	65%	86%	82%
Colorectal / LGT	87%	86%	87%	84%	57%	58%	79%	83%
Gynaecological	87%	85%	83%	82%	56%	61%	78%	77%
Haematological	84%	86%	84%	84%	62%	62%	84%	87%
Head and Neck	90%	86%	91%	83%	66%	60%	86%	82%
Lung	87%	86%	86%	81%	76%	71%	87%	85%
Prostate	88%	89%	86%	85%	53%	51%	82%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	91%	89%	91%	84%	78%	60%	77%	72%
Upper Gastro	88%	84%	87%	81%	69%	63%	89%	84%
Urological	73%	79%	70%	75%	41%	44%	74%	68%
Other	77%	82%	74%	78%	57%	58%	78%	80%
All Cancers	87%	86%	84%	83%	62%	60%	83%	81%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA \$	National	This CA \$	National
Brain / CNS	*	94%	*	70%
Breast	96%	96%	76%	79%
Colorectal / LGT	94%	96%	84%	83%
Gynaecological	95%	96%	80%	81%
Haematological	93%	94%	76%	77%
Head and Neck	97%	95%	80%	78%
Lung	95%	95%	71%	78%
Prostate	96%	95%	77%	75%
Sarcoma	*	94%	*	78%
Skin	97%	97%	85%	84%
Upper Gastro	96%	95%	80%	80%
Urological	98%	95%	75%	76%
Other	94%	95%	79%	78%
All Cancers	96%	96%	78%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	92%	89%	86%	86%	77%	77%	74%	77%
Colorectal / LGT	75%	77%	86%	86%	74%	73%	71%	71%
Gynaecological	80%	85%	85%	86%	74%	72%	69%	73%
Haematological	80%	81%	80%	81%	75%	74%	71%	76%
Head and Neck	75%	79%	90%	86%	85%	75%	67%	74%
Lung	72%	77%	77%	83%	75%	74%	76%	76%
Prostate	82%	86%	89%	89%	75%	73%	85%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	93%	89%	83%	90%	78%	81%	78%	87%
Upper Gastro	75%	74%	80%	82%	72%	73%	72%	71%
Urological	86%	80%	90%	87%	69%	70%	78%	78%
Other	81%	80%	80%	82%	70%	71%	72%	72%
All Cancers	82%	82%	85%	85%	74%	74%	74%	75%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	63%	71%	63%	64%	87%	87%	53%	56%
Colorectal / LGT	58%	62%	77%	71%	83%	85%	54%	54%
Gynaecological	66%	67%	66%	67%	82%	84%	40%	51%
Haematological	52%	64%	72%	71%	86%	86%	50%	55%
Head and Neck	68%	66%	78%	69%	87%	87%	48%	55%
Lung	67%	70%	85%	74%	85%	85%	60%	52%
Prostate	75%	73%	67%	69%	86%	88%	54%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	82%	80%	87%	72%	87%	91%	60%	59%
Upper Gastro	57%	61%	83%	75%	80%	84%	55%	51%
Urological	65%	69%	77%	73%	85%	85%	49%	47%
Other	66%	62%	69%	68%	84%	82%	50%	48%
All Cancers	63%	67%	72%	69%	85%	86%	52%	53%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	82%	86%	86%	89%	92%	92%	97%	96%
Colorectal / LGT	84%	85%	84%	87%	83%	84%	93%	94%
Gynaecological	72%	83%	79%	87%	92%	88%	97%	95%
Haematological	80%	83%	88%	90%	82%	81%	96%	95%
Head and Neck	77%	83%	86%	87%	89%	88%	91%	93%
Lung	80%	84%	90%	89%	88%	84%	96%	92%
Prostate	85%	84%	92%	91%	90%	90%	97%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	79%	88%	90%	93%	92%	91%	98%	96%
Upper Gastro	79%	82%	83%	86%	84%	82%	96%	94%
Urological	82%	81%	91%	89%	90%	86%	93%	91%
Other	81%	81%	89%	87%	81%	83%	96%	92%
All Cancers	81%	84%	87%	89%	87%	87%	96%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	70%	70%	96%	96%	86%	88%	58%	61%
Colorectal / LGT	76%	73%	96%	96%	95%	84%	63%	57%
Gynaecological	64%	71%	96%	96%	86%	86%	*	61%
Haematological	72%	74%	96%	96%	92%	83%	63%	59%
Head and Neck	79%	73%	99%	96%	95%	86%	61%	61%
Lung	70%	69%	97%	95%	87%	85%	53%	56%
Prostate	78%	73%	97%	95%	85%	87%	52%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	72%	74%	98%	97%	*	85%	*	72%
Upper Gastro	64%	70%	95%	95%	89%	82%	52%	53%
Urological	66%	67%	96%	95%	81%	82%	68%	55%
Other	72%	68%	96%	95%	88%	85%	59%	60%
All Cancers	71%	71%	96%	96%	87%	86%	58%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	79%	*	50%
Breast	85%	83%	71%	64%
Colorectal / LGT	88%	85%	71%	64%
Gynaecological	83%	86%	65%	68%
Haematological	84%	85%	71%	75%
Head and Neck	*	79%	*	54%
Lung	87%	84%	68%	67%
Prostate	85%	85%	66%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	81%	84%	64%	61%
Urological	85%	82%	58%	65%
Other	85%	85%	67%	70%
All Cancers	85%	84%	68%	68%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	60%	*	50%	n.a.	48%
Breast	61%	59%	55%	54%	44%	42%
Colorectal / LGT	68%	63%	69%	60%	52%	52%
Gynaecological	54%	59%	54%	47%	55%	38%
Haematological	62%	63%	55%	52%	48%	44%
Head and Neck	67%	63%	56%	56%	60%	53%
Lung	59%	60%	59%	52%	53%	43%
Prostate	64%	60%	49%	46%	30%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	72%	67%	61%	60%	*	59%
Upper Gastro	58%	60%	60%	53%	46%	48%
Urological	56%	59%	51%	47%	41%	44%
Other	56%	56%	53%	52%	41%	44%
All Cancers	61%	60%	57%	53%	47%	45%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	88%	*	51%
Breast	97%	96%	62%	59%
Colorectal / LGT	97%	95%	58%	58%
Gynaecological	99%	95%	51%	57%
Haematological	96%	95%	64%	58%
Head and Neck	93%	93%	48%	58%
Lung	95%	94%	61%	58%
Prostate	96%	95%	64%	64%
Sarcoma	*	95%	*	53%
Skin	96%	97%	51%	67%
Upper Gastro	96%	94%	54%	58%
Urological	96%	95%	56%	61%
Other	96%	94%	61%	56%
All Cancers	96%	95%	59%	59%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	60%	61%	43%	39%	89%	90%	69%	68%
Colorectal / LGT	58%	61%	49%	38%	86%	88%	74%	72%
Gynaecological	54%	58%	44%	31%	88%	87%	72%	69%
Haematological	59%	64%	38%	35%	91%	91%	66%	66%
Head and Neck	64%	61%	62%	37%	89%	88%	78%	71%
Lung	61%	62%	38%	31%	92%	89%	77%	71%
Prostate	66%	65%	40%	36%	87%	87%	72%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	67%	71%	51%	42%	94%	91%	66%	73%
Upper Gastro	62%	59%	33%	35%	85%	86%	74%	68%
Urological	60%	62%	34%	30%	82%	85%	75%	75%
Other	62%	57%	42%	30%	87%	87%	72%	63%
All Cancers	60%	61%	42%	35%	88%	88%	72%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	39%	*	8.4
Breast	41%	31%	8.9	8.9
Colorectal / LGT	39%	33%	8.8	8.8
Gynaecological	41%	37%	8.8	8.8
Haematological	47%	32%	8.9	8.9
Head and Neck	30%	23%	8.8	8.8
Lung	34%	35%	8.8	8.8
Prostate	29%	33%	8.7	8.8
Sarcoma	*	40%	*	8.6
Skin	19%	16%	9.1	9.0
Upper Gastro	20%	35%	8.7	8.7
Urological	15%	21%	8.6	8.7
Other	28%	32%	8.7	8.7
All Cancers	34%	31%	8.8	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E56000003	4,723	347	4,376	1,299	184	2,893	66%

Respondents by tumour group

The tables below show the numbers of patients from each tumour group and the age and gender distribution of these patients.

Tumour Group	Number of respondents*
Brain / CNS	9
Breast	600
Colorectal / LGT	338
Gynaecological	120
Haematological	447
Head and Neck	91
Lung	278
Prostate	241
Sarcoma	33
Skin	88
Upper Gastro	142
Urological	294
Other	212

* These figures may not match the numerator for all questions in the 'Comparisons by tumour group' section of this report, because not all questions were answered by all respondents.

Respondents by age and gender

The questionnaire asked respondents to give their year of birth. This information has been amalgamated into 8 age bands. The age and gender distribution for the Cancer Alliance was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	6	14	25	90	261	527	378	78	1,379
Female	3	19	84	228	369	452	299	60	1,514
Total	9	33	109	318	630	979	677	138	2,893

**National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate**

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RCD	Harrogate and District NHS Foundation Trust		25	27
RR8	The Leeds Teaching Hospitals NHS Trust	2	44	6
RWY	Calderdale and Huddersfield NHS Foundation Trust	2	47	3
RCF	Airedale NHS Foundation Trust	1	51	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	6	46	
RXF	The Mid Yorkshire Hospitals NHS Trust	6	46	

National Cancer Patient Experience Survey 2018

West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q59 Patient`s average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000003	West Yorkshire and Harrogate	2,771	8.80	
RCD	Harrogate and District NHS Foundation Trust	303	9.18	
RR8	The Leeds Teaching Hospitals NHS Trust	996	8.89	
RCF	Airedale NHS Foundation Trust	204	8.74	
RWY	Calderdale and Huddersfield NHS Foundation Trust	435	8.74	
RXF	The Mid Yorkshire Hospitals NHS Trust	674	8.68	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	265	8.58	

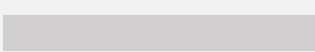







National Cancer Patient Experience Survey 2018

West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E56000003	West Yorkshire and Harrogate	2,785	80%	
RCD	Harrogate and District NHS Foundation Trust	304	86%	
RCF	Airedale NHS Foundation Trust	203	83%	
RR8	The Leeds Teaching Hospitals NHS Trust	1,007	82%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	266	81%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	437	78%	
RXF	The Mid Yorkshire Hospitals NHS Trust	676	76%	





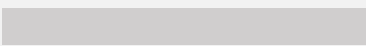
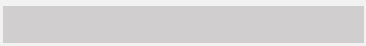
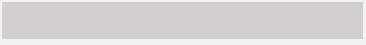

National Cancer Patient Experience Survey 2018

West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	69,892	91%	
E56000003	West Yorkshire and Harrogate	2,729	92%	
RCD	Harrogate and District NHS Foundation Trust	314	96%	
RR8	The Leeds Teaching Hospitals NHS Trust	996	95%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	263	92%	
RCF	Airedale NHS Foundation Trust	199	90%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	425	90%	
RXF	The Mid Yorkshire Hospitals NHS Trust	641	86%	

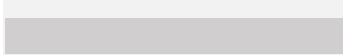
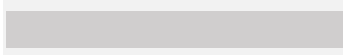

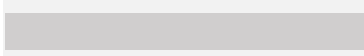
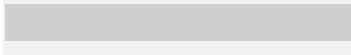
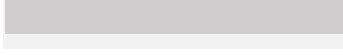

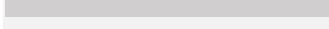
National Cancer Patient Experience Survey 2018

West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q18 Patient found it easy to contact their CNS

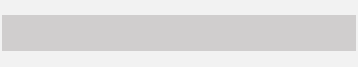
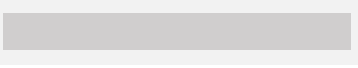
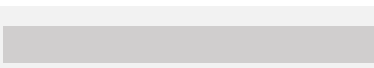
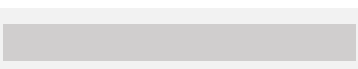
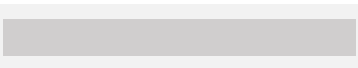
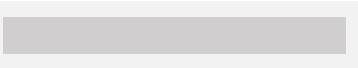
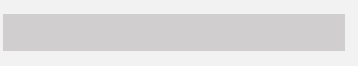
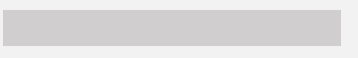
Code	Name	Base	Score	
All	National	56,809	85%	
E56000003	West Yorkshire and Harrogate	2,248	85%	
RCD	Harrogate and District NHS Foundation Trust	270	91%	
RCF	Airedale NHS Foundation Trust	154	91%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	223	88%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	346	85%	
RR8	The Leeds Teaching Hospitals NHS Trust	857	84%	
RXF	The Mid Yorkshire Hospitals NHS Trust	487	82%	

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000003	West Yorkshire and Harrogate	1,850	87%	
RCD	Harrogate and District NHS Foundation Trust	159	93%	
RR8	The Leeds Teaching Hospitals NHS Trust	749	88%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	288	88%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	202	86%	
RXF	The Mid Yorkshire Hospitals NHS Trust	408	85%	
RCF	Airedale NHS Foundation Trust	127	84%	

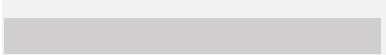



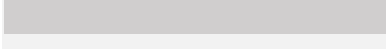

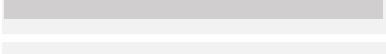

National Cancer Patient Experience Survey 2018

West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	41,743	94%	
E56000003	West Yorkshire and Harrogate	1,783	96%	
RCD	Harrogate and District NHS Foundation Trust	155	98%	
RR8	The Leeds Teaching Hospitals NHS Trust	722	96%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	195	96%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	275	95%	
RCF	Airedale NHS Foundation Trust	120	95%	
RXF	The Mid Yorkshire Hospitals NHS Trust	395	94%	

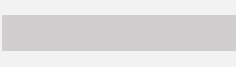

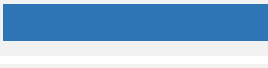
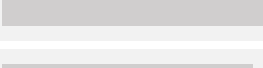

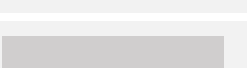
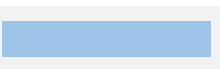

National Cancer Patient Experience Survey 2018

West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	47,950	59%	
E56000003	West Yorkshire and Harrogate	1,854	59%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	287	67%	
RCD	Harrogate and District NHS Foundation Trust	193	66%	
RXF	The Mid Yorkshire Hospitals NHS Trust	442	63%	
RCF	Airedale NHS Foundation Trust	126	62%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	169	56%	
RR8	The Leeds Teaching Hospitals NHS Trust	700	52%	

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
03E	NHS Harrogate and Rural District CCG		24	28
15F	NHS Leeds CCG	2	41	9
02N	NHS Airedale, Wharfedale and Craven CCG	1	47	4
02T	NHS Calderdale CCG	1	49	2
03A	NHS Greater Huddersfield CCG	1	50	1
03J	NHS North Kirklees CCG		52	
02R	NHS Bradford Districts CCG	10	41	1
03R	NHS Wakefield CCG	10	41	1
02W	NHS Bradford City CCG	<i>All scored questions suppressed for this organisation</i>		

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Annex (continued)
Dashboard Questions - CCGs

Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000003	West Yorkshire and Harrogate	2,771	8.80	
03E	NHS Harrogate and Rural District CCG	294	9.17	
15F	NHS Leeds CCG	736	8.86	
02N	NHS Airedale, Wharfedale and Craven CCG	222	8.81	
03J	NHS North Kirklees CCG	210	8.79	
03A	NHS Greater Huddersfield CCG	302	8.78	
02T	NHS Calderdale CCG	244	8.70	
03R	NHS Wakefield CCG	505	8.67	
02R	NHS Bradford Districts CCG	243	8.61	
02W	NHS Bradford City CCG	15	*	Score suppressed

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - CCGs

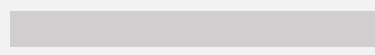
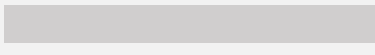

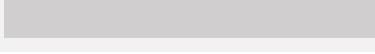
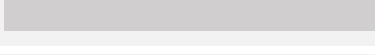

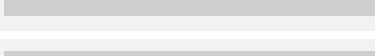
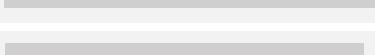
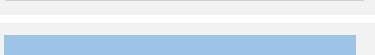
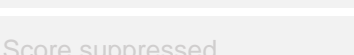
Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000003	West Yorkshire and Harrogate	2,785	80%	
03E	NHS Harrogate and Rural District CCG	297	85%	
02N	NHS Airedale, Wharfedale and Craven CCG	223	83%	
15F	NHS Leeds CCG	731	83%	
02T	NHS Calderdale CCG	244	82%	
03A	NHS Greater Huddersfield CCG	310	79%	
02R	NHS Bradford Districts CCG	239	79%	
03R	NHS Wakefield CCG	511	77%	
03J	NHS North Kirklees CCG	215	76%	
02W	NHS Bradford City CCG	15	*	Score suppressed

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Annex (continued)
Dashboard Questions - CCGs




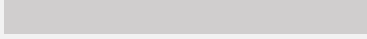


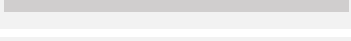

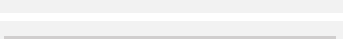
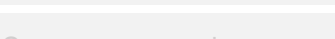
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000003	West Yorkshire and Harrogate	2,729	92%	
03E	NHS Harrogate and Rural District CCG	305	97%	
15F	NHS Leeds CCG	724	93%	
02R	NHS Bradford Districts CCG	241	93%	
02N	NHS Airedale, Wharfedale and Craven CCG	218	92%	
03J	NHS North Kirklees CCG	204	91%	
03A	NHS Greater Huddersfield CCG	290	91%	
02T	NHS Calderdale CCG	243	89%	
03R	NHS Wakefield CCG	491	87%	
02W	NHS Bradford City CCG	13	* Score suppressed	

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Annex (continued)
Dashboard Questions - CCGs



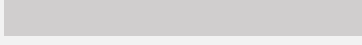


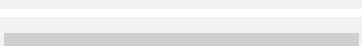

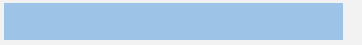
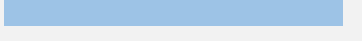

Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000003	West Yorkshire and Harrogate	2,248	85%	
03E	NHS Harrogate and Rural District CCG	262	91%	
02N	NHS Airedale, Wharfedale and Craven CCG	169	89%	
02R	NHS Bradford Districts CCG	208	87%	
02T	NHS Calderdale CCG	195	86%	
03A	NHS Greater Huddersfield CCG	236	85%	
03J	NHS North Kirklees CCG	165	83%	
15F	NHS Leeds CCG	625	83%	
03R	NHS Wakefield CCG	378	82%	
02W	NHS Bradford City CCG	10	*	Score suppressed

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Annex (continued)
Dashboard Questions - CCGs




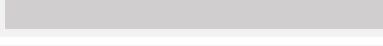
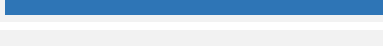
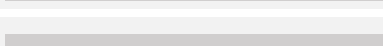

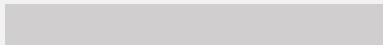


Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000003	West Yorkshire and Harrogate	1,850	87%	
03E	NHS Harrogate and Rural District CCG	167	92%	
03J	NHS North Kirklees CCG	145	89%	
03A	NHS Greater Huddersfield CCG	213	89%	
02T	NHS Calderdale CCG	160	88%	
15F	NHS Leeds CCG	528	88%	
02N	NHS Airedale, Wharfedale and Craven CCG	142	85%	
02R	NHS Bradford Districts CCG	175	84%	
03R	NHS Wakefield CCG	309	84%	
02W	NHS Bradford City CCG	11	*	Score suppressed

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Annex (continued)
Dashboard Questions - CCGs

Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000003	West Yorkshire and Harrogate	1,783	96%	
02R	NHS Bradford Districts CCG	171	98%	
03E	NHS Harrogate and Rural District CCG	160	98%	
15F	NHS Leeds CCG	509	97%	
02N	NHS Airedale, Wharfedale and Craven CCG	137	96%	
03A	NHS Greater Huddersfield CCG	205	95%	
03J	NHS North Kirklees CCG	141	94%	
02T	NHS Calderdale CCG	155	94%	
03R	NHS Wakefield CCG	297	94%	
02W	NHS Bradford City CCG	8	*	Score suppressed

National Cancer Patient Experience Survey 2018
West Yorkshire and Harrogate

Annex (continued)
Dashboard Questions - CCGs

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	47,950	59%	
E56000003	West Yorkshire and Harrogate	1,854	59%	
03E	NHS Harrogate and Rural District CCG	196	69%	
02T	NHS Calderdale CCG	155	68%	
03A	NHS Greater Huddersfield CCG	208	64%	
02R	NHS Bradford Districts CCG	165	60%	
03R	NHS Wakefield CCG	347	59%	
03J	NHS North Kirklees CCG	129	58%	
02N	NHS Airedale, Wharfedale and Craven CCG	129	55%	
15F	NHS Leeds CCG	513	53%	
02W	NHS Bradford City CCG	12	*	Score suppressed

Annex

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2018.

The patients included in the sample had relevant cancer ICD10 codes (C00-99 excluding C44 and C84, and D05) in the first diagnosis field of their patient records, applied to their patient files by the relevant NHS Trust, and were alive at the point at which fieldwork commenced. Deceased checks were undertaken on up to three occasions during fieldwork, to ensure that questionnaires were not sent to patients who had died since their treatment.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated nationally to ensure that patients did not receive multiple copies of questionnaires.

The fieldwork for the survey was undertaken between October 2018 and March 2019.

The survey used a mixed mode methodology. Questionnaires were sent by post with two reminders where necessary, but also included an option to complete online. A Freephone helpline was available for respondents to ask questions about the survey, to enable them to complete their questionnaires over the phone, and to provide access to a translation and interpreting facility for those whose first language was not English.

The Health Research Authority supported the survey by granting Section 251 approval.

Further information

Further information on survey methodology, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk/reports/2018-reports

Redevelopment of the 2018 survey

There have been no changes to the questionnaire compared to 2017.

Official Statistics

The 2018 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

51 of the 52 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

- question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")
- question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

Neutral responses, such as "Don't know / I can't remember" and "I did not need an explanation" are not included in the denominator when calculating the score.

Where options do not provide any information on positive/negative patient experience (e.g. "Don't know / can't remember"), they are excluded from the score.

The other question (question 59) asks respondents to rate their overall care on a scale of 0 to 10. Scores have been given as an average on this scale.

A copy of the detailed scoring methodology for the 2018 questionnaire is available at: www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Further details on the scoring methodology can be found in the technical document for the survey, available at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Case-mix adjustment

As in 2017, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population.

The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and tumour group.

For further details on case-mix adjustment, please refer to the technical document for the survey, available at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Annex (continued)

Statistical significance

In the reporting of 2018 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2018 have been compared with those of 2017 and statistically significant change between the two years has been reported where identified.

For the 49 scored questions that are comparable across 2015, 2016, 2017 and 2018, overall statistically significant change over the four years has also been reported where identified.

'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at:



Quality Health is a specialist health and social care survey organisation, working for public, private and not-for-profit sectors, in the UK and overseas.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, and all Health Boards in Scotland, Wales and Northern Ireland.

Quality Health is an approved contractor for the Care Quality Commission's patient survey programmes, NHS England's National Staff Survey programme, and the national Patient Reported Outcome Measures (PROMs).

Further information on Quality Health is available at:

www.quality-health.co.uk

Further information on the National Cancer Patient Experience Survey, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk